SPAWARINFOTECHCENINST 3900.2
ITC00Q
18 Jul 2001

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Subj: QUALITY ASSURANCE (QA) POLICY AND PROCEDURES

1. Purpose. To establish policy, procedures, and assign responsibilities for QA for programs supported by the Space and Naval Warfare Information Technology Center (SPAWARINFOTECHCEN).

2. Policy. SPAWARINFOTECHCEN policy declares the use of QA for all acquisition work, development activities, and customer driven programs and projects supported by the SPAWARINFOTECHCEN or have written waiver authority approved by the Director, SPAWARINFOTECHCEN.

3. Background

    a. Software and system engineering activities have continued to increase in relative complexity. With the increasing complexity, there are often circumstances, beyond the control of the program or project manager, driving compression of schedule, cost, resources, and even deviation from the planned approach. QA provides management with appropriate visibility into the processes being used by the program and the standards being followed in the creation of products.

    b. QA activities ensure a disciplined approach is applied by identifying and reporting deviations to the working team and management so that corrective action can be taken with the ultimate goal of implementing repeatable processes and producing defect-free products.

4. Applicability. This QA policy applies to all SPAWARINFOTECHCEN activities. SPAWARINFOTECHCEN has the right to refuse any program not in compliance with this policy.

5. Action

    a. The program manager will:

        (1) Negotiate with Quality Assurance Manager, SPAWARINFOTECHCEN (ITC00Q2) to determine the appropriate level of QA.

        (2) Participate in the negotiation of the QA work scope.

        (3) Provide sufficient funding to support the QA activities.

        (4) Address issues, mitigate risks, and solve problems cited by the QA efforts as assigned.

        (5) Submit guidance to improve the likelihood of success of the executing activities. In the event there is disagreement about the approach, product quality, or success criteria, QA will elevate the issue to each successive level of management or control authority, until the risk is formally accepted or satisfactory corrective action is executed.

b. The QA Department (SPAWARINFOTECHCEN (ITC00Q2)) will:

(1) Work with each program manager to develop and maintain a specific QA plan for each program. The plan will include all applicable phases of a program and be integrated into the program Master Integrated Program Schedule (MIPS), as appropriate to the program manager's scope of work.

(2) Integrate SPAWARINFOTECHCEN QA processes and procedures to specific programs.

(3) Coordinate schedule and prioritize program specific QA activities with the program manager.

(4) Execute QA activities according to the approved program plan and processes.

(5) Perform standards compliance evaluations and reviews for processes and a sampling of work products.
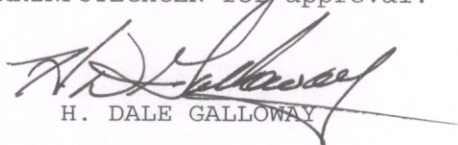
(6) Formally document and report all findings and deviations.

(7) Coordinate all findings with the program manager and track deviations to closure.

(8) Elevate findings to the Director, SPAWARINFOTECHCEN if actions of the program manager are not sufficiently convincing to mitigate the perceived program risk.

(9) Provide the SPAWARINFOTECHCEN Executive Steering Committee (ESC) with periodic status of QA activities and results.

c. Program managers will submit in advance, any requests for exceptions to this policy to the Director, SPAWARINFOTECHCEN for approval.

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